



# **REQUEST FOR PROPOSALS**

**For development of the new functionalities for the State Register of  
Voters**

**Democracy Programme/Elections  
Republic of Moldova**

**United Nations Development Programme  
February 2015**

## Section 1. Letter of Invitation

Chisinau, Republic of Moldova  
09 February 2015

Ref. no.: RfP15/00947

**Subject: Development of the new functionalities for the State Register of Voters**

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

Section 1 – This Letter of Invitation

Section 2 – Instructions to Proposers (including Data Sheet)

Section 3 – Terms of Reference

Section 4 – Proposal Submission Form

Section 5 – Documents Establishing the Eligibility and Qualifications of the Proposer

Section 6 – Technical Proposal Form

Section 7 – Financial Proposal Form

Section 8 – Form for Proposal Security – **Not required**

Section 9 – Form for Performance Security – **Not required**

Section 10 – Form for Advanced Payment Guarantee – **Not required**

Section 11 – Contract for Professional Services, including General Terms and Conditions

Your offer, comprising of a Technical and Financial Proposal, in separate sealed envelopes, should be submitted in accordance with Section 2.

You are kindly requested to submit an acknowledgment letter to UNDP to the following address:

United Nations Development Programme in Moldova  
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova  
Email: [sc.md@undp.org](mailto:sc.md@undp.org)  
Attention: Procurement Unit

The letter should be received by UNDP no later than Close of Business, 17 February 2015. The same letter should advise whether your company intends to submit a Proposal. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have received this RFP through a direct invitation by UNDP, transferring this invitation to another firm requires your written notification to UNDP of such transfer and the name of the company to whom the invitation was forwarded.

Should you require further clarifications, kindly communicate with the contact person identified in the attached Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,

  
Narine Sahakyan,

Deputy Resident Representative

## Section 2: Instruction to Proposers

### Definitions

- a) *"Contract"* refers to the agreement that will be signed by and between the UNDP and the successful proposer, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
  - b) *"Country"* refers to the country indicated in the Data Sheet.
  - c) *"Data Sheet"* refers to such part of the Instructions to Proposers used to reflect conditions of the tendering process that are specific for the requirements of the RFP.
  - d) *"Day"* refers to calendar day.
  - e) *"Government"* refers to the Government of the country that will be receiving the services provided/rendered specified under the Contract.
  - f) *"Instructions to Proposers"* (Section 2 of the RFP) refers to the complete set of documents that provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals
  - g) *"LOI"* (Section 1 of the RFP) refers to the Letter of Invitation sent by UNDP to Proposers.
  - h) *"Material Deviation"* refers to any contents or characteristics of the proposal that is significantly different from an essential aspect or requirement of the RFP, and: (i) substantially alters the scope and quality of the requirements; (ii) limits the rights of UNDP and/or the obligations of the offeror; and (iii) adversely impacts the fairness and principles of the procurement process, such as those that compromise the competitive position of other offerors.
- "Proposal"* refers to the Proposer's response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- i) *"Proposer"* refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by UNDP through this RFP.
  - j) *"RFP"* refers to the Request for Proposals consisting of instructions and references prepared by UNDP for purposes of selecting the best service provider to perform the services described in the Terms of Reference.
  - k) *"Services"* refers to the entire scope of tasks and deliverables requested by UNDP under the RFP.
  - l) *"Supplemental Information to the RFP"* refers to a written communication issued by UNDP to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, at any time after the release of the RFP but before the deadline for the submission of Proposals.
  - m) *"Terms of Reference"* (TOR) refers to the document included in this RFP as Section 3 which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to the performance of the range of duties and services expected of the successful proposer.

## **A. GENERAL**

1. UNDP hereby solicits Proposals in response to this Request for Proposal (RFP). Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the rules and provisions stipulated in this RFP may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the RFP.

2. Submission of a Proposal shall be deemed as an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and, unless specified otherwise, the Proposer has read, understood and agreed to all the instructions in this RFP.

3. Any Proposal submitted will be regarded as an offer by the Proposer and does not constitute or imply the acceptance of any Proposal by UNDP. UNDP is under no obligation to award a contract to any Proposer as a result of this RFP.

4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities.

(See [http://www.undp.org/about/transparencydocs/UNDP\\_Anti\\_Fraud\\_Policy\\_English\\_FINAL\\_june\\_2011.pdf](http://www.undp.org/about/transparencydocs/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf)

and [http://www.undp.org/content/undp/en/home/operations/procurement/procurement\\_protect/](http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protect/) for full description of the policies).

5. In responding to this RFP, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP's interests paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:

5.1 Are or have been associated in the past, with a firm or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;

5.2 Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or

5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

6. Similarly, the Proposers must disclose in their proposal their knowledge of the following:

6.1 That they are owners, part-owners, officers, directors, controlling shareholders, or they have key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and

6.2 All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the proposal or proposals affected by the non-disclosure.

7. The eligibility of Proposers that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this RFP, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.

8. All Proposers must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: <http://web.ng.undp.org/procurement/undp-supplier-code-of-conduct.pdf>.

## **B. CONTENTS OF PROPOSAL**

### **9. Sections of Proposal**

Proposers are required to complete, sign and submit the following documents:

- 9.1 Proposal Submission Cover Letter Form (see RFP Section 4);
- 9.2 Documents Establishing the Eligibility and Qualifications of the Proposer (see RFP Section 5);
- 9.3 Technical Proposal (see prescribed form in RFP Section 6);
- 9.4 Financial Proposal (see prescribed form in RFP Section 7);
- 9.5 Proposal Security, if applicable (if required and as stated in the **Data Sheet** (DS nos. 9-11), see prescribed Form in RFP Section 8);
- 9.6 Any attachments and/or appendices to the Proposal.

### **10. Clarification of Proposal**

10.1 Proposers may request clarifications of any of the RFP documents no later than the date indicated in the **Data Sheet** (DS no. 16) prior to the proposal submission date. Any request for clarification must be sent in writing via courier or through electronic means to the UNDP address indicated in the **Data Sheet** (DS no. 17). UNDP will respond in writing, transmitted by electronic means and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal.

10.2 UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

### **11. Amendment of Proposals**

11.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP. All prospective Proposers will be notified in writing of all changes/amendments and additional instructions through Supplemental Information to the RFP and through the method specified in the **Data Sheet** (DS No. 18).

11.2 In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, UNDP may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such an extension.

## **C. PREPARATION OF PROPOSALS**

### **12. Cost**

The Proposer shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

### **13. Language**

The Proposal, as well as any and all related correspondence exchanged by the Proposer and UNDP, shall be written in the language (s) specified in the **Data Sheet** (DS No 4). Any printed literature furnished by the Proposer written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.

### **14. Proposal Submission Form**

The Proposer shall submit the Proposal Submission Form using the form provided in Section 4 of this RFP.

### **15. Technical Proposal Format and Content**

Unless otherwise stated in the **Data Sheet** (DS no. 28), the Proposer shall structure the Technical Proposal as follows:

15.1 Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and on-going, both domestic and international) which are

related or similar in nature to the requirements of the RFP, and proof of financial stability and adequacy of resources to complete the services required by the RFP (see RFP clause 18 and DS No. 26 for further details). The same shall apply to any other entity participating in the RFP as a Joint Venture or Consortium.

15.2 Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer’s response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the **Data Sheet** (DS nos. 29 and 30).

Proposers must be fully aware that the products or services that UNDP requires may be transferred, immediately or eventually, by UNDP to the Government partners, or to an entity nominated by the latter, in accordance with UNDP’s policies and procedures. All proposers are therefore required to submit the following in their proposals:

- a) A statement of whether any import or export licences are required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin, use or dual use nature of the goods or services, including any disposition to end users; and
- b) Confirmation that the Proposer has obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their Proposal be rendered the most responsive.

15.3 Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the Proposer assures and confirms to UNDP that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, among other possibilities, UNDP reserves the right to consider the proposal non-responsive. Any deliberate substitution arising from unavoidable reasons, including delay in the implementation of the project of programme through no fault of the Proposer shall be made only with UNDP’s acceptance of the justification for substitution, and UNDP’s approval of the qualification of the replacement who shall be either of equal or superior credentials as the one being replaced.

15.4 Where the **Data Sheet** requires the submission of the Proposal Security, the Proposal Security shall be included along with the Technical Proposal. The Proposal Security may be forfeited by UNDP, and reject the Proposal, in the event of any or any combination of the following conditions:

- a) If the Proposer withdraws its offer during the period of the Proposal Validity specified in the **Data Sheet** (DS no. 11), or;
- b) If the Proposal Security amount is found to be less than what is required by UNDP as indicated in the **Data Sheet** (DS no. 9), or;
- c) In the case the successful Proposer fails:
  - i. to sign the Contract after UNDP has awarded it;
  - ii. to comply with UNDP’s variation of requirement, as per RFP clause 35; or
  - iii. to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the effectiveness of the contract that may be awarded to the Proposer.

## 16. Financial Proposals

The Financial Proposal shall be prepared using the attached standard form (Section 7). It shall list all major cost components associated with the services, and the detailed breakdown of such costs. All outputs and activities described in the Technical Proposal must be priced separately on a one-to-one correspondence. Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.

## 17. Currencies

All prices shall be quoted in the currency indicated in the **Data Sheet** (DS no. 15). However, where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:

- a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
- b) In the event that the proposal found to be the most responsive to the RFP requirement is quoted in another currency different from the preferred currency as per **Data Sheet** (DS no. 15), then UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

Proposals submitted by two (2) or more Proposers shall all be rejected if they are found to have any of the following:

- a) they have at least one controlling partner, director or shareholder in common; or
- b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
- c) they have the same legal representative for purposes of this RFP; or
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Proposer regarding this RFP process;
- e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Proposer; or
- f) an expert proposed to be in the team of one Proposer participates in more than one Proposal received for this RFP process. This condition does not apply to subcontractors being included in more than one Proposal.

#### **18. Documents Establishing the Eligibility and Qualifications of the Proposer**

The Proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided under Section 5, Proposer Information Forms. In order to award a contract to a Proposer, its qualifications must be documented to UNDP's satisfaction. These include, but are not limited to, the following:

- a) That, in the case of a Proposer offering to supply goods under the Contract which the Proposer did not manufacture or otherwise produce, the Proposer has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
- b) That the Proposer has the financial, technical, and production capability necessary to perform the Contract; and
- c) That, to the best of the Proposer's knowledge, it is not included in the UN 1267/1989 List or the UN Ineligibility List, nor in any and all of UNDP's list of suspended and removed vendors.

#### **19. Joint Venture, Consortium or Association**

If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, they shall confirm in their Proposal that: (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Proposal has been submitted to UNDP, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNDP. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by UNDP.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and

b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If a joint venture's Proposal is determined by UNDP as the most responsive Proposal that offers the best value for money, UNDP shall award the contract to the joint venture, in the name of its designated lead entity. The lead entity shall sign the contract for and on behalf of all other member entities.

## **20. Alternative Proposals**

Unless otherwise specified in the **Data Sheet** (DS nos. 5 and 6), alternative proposals shall not be considered. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.

## **21. Validity Period**

Proposals shall remain valid for the period specified in the **Data Sheet** (DS no. 8), commencing on the submission deadline date also indicated in the **Data Sheet** (DS no. 21). A Proposal valid for a shorter period shall be immediately rejected by UNDP and rendered non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Proposers to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.

## **22. Proposer's Conference**

When appropriate, a proposer's conference will be conducted at the date, time and location specified in the **Data Sheet** (DS no. 7). All Proposers are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Proposer. Minutes of the proposer's conference will be either posted on the UNDP website, or disseminated to the individual firms who have registered or expressed interest with the contract, whether or not they attended the conference. No verbal statement made during the conference shall modify the terms and conditions of the RFP unless such statement is specifically written in the Minutes of the Conference, or issued/posted as an amendment in the form of a Supplemental Information to the RFP.

# **D. SUBMISSION AND OPENING OF PROPOSALS**

## **23. Submission**

23.1 The Financial Proposal and the Technical Proposal Envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope MUST clearly indicate the name of the Proposer. The outer envelopes shall bear the address of UNDP as specified in the **Data Sheet** (DS no.20) and shall include the Proposer's name and address, as well as a warning that state "*not to be opened before the time and date for proposal opening*" as specified in the **Data Sheet** (DS no. 24). The Proposer shall assume the responsibility for the misplacement or premature opening of Proposals due to improper sealing and labeling by the Proposer.

23.2 Proposers must submit their Proposals in the manner specified in the **Data Sheet** (DS nos. 22 and 23). When the Proposals are expected to be in transit for more than 24 hours, the Proposer must ensure that sufficient lead time has been provided in order to comply with UNDP's deadline for submission. UNDP shall indicate for its record that the official date and time of receiving the Proposal is the actual date and time when the said Proposal has physically arrived at the UNDP premises indicated in the **Data Sheet** (DS no. 20).

23.3 Proposers submitting Proposals by mail or by hand shall enclose the original and each copy of the Proposal, in separate sealed envelopes, duly marking each of the envelopes as "Original Proposal" and "Copy of Proposal" as appropriate. The 2 envelopes shall then be sealed in an outer envelope. The number of copies required shall be as specified in the **Data Sheet** (DS No. 19). In the event of any discrepancy between the contents of the "Original Proposal" and the "Copy of Proposal", the contents of the original



shall govern. The original version of the Proposal shall be signed or initialed by the Proposer or person(s) duly authorized to commit the Proposer on every page. The authorization shall be communicated through a document evidencing such authorization issued by the highest official of the firm, or a Power of Attorney, accompanying the Proposal.

23.4 Proposers must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Proposer accepts the General Contract Terms and Conditions of UNDP as attached hereto as Section 11.

## **24. Deadline for Submission of Proposals and Late Proposals**

Proposals must be received by UNDP at the address and no later than the date and time specified in the **Data Sheet** (DS nos. 20 and 21).

UNDP shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by UNDP after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

## **25. Withdrawal, Substitution, and Modification of Proposals**

25.1 Proposers are expected to have sole responsibility for taking steps to carefully examine in detail the full consistency of its Proposals to the requirements of the RFP, keeping in mind that material deficiencies in providing information requested by UNDP, or lack clarity in the description of services to be provided, may result in the rejection of the Proposal. The Proposer shall assume the responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding the RFP out of the set of information furnished by UNDP.

25.2 A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by sending a written notice in accordance with Clause 23.1, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be received by UNDP prior to the deadline for submission and submitted in accordance with RFP Clause 23.1 (except that withdrawal notices do not require copies). The respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION".

25.3 Proposals requested to be withdrawn shall be returned unopened to the Proposers.

25.4 No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity specified by the Proposer on the Proposal Submission Form or any extension thereof.

## **26. Proposal Opening**

UNDP will open the Proposals in the presence of an ad-hoc committee formed by UNDP of at least two (2) members. If electronic submission is permitted, any specific electronic proposal opening procedures shall be as specified in the **Data Sheet** (DS no. 23).

The Proposers' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Proposal shall be rejected at the opening stage, except for late submission, for which the Proposal shall be returned unopened to the Proposer.

## **27. Confidentiality**

Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a Proposer to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal.

In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with UNDP for a debriefing. The purpose of the debriefing is discussing the strengths and weaknesses of the Proposer's submission, in order to assist the Proposer in improving the proposals presented to UNDP. The content of other proposals

and how they compare to the Proposer's submission shall not be discussed.

## E. EVALUATION OF PROPOSALS

### 28. Preliminary Examination of Proposals

UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP may reject any Proposal at this stage.

### 29. Evaluation of Proposals

29.1 UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

29.2 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet** (DS no. 32). Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **Data Sheet** (DS no. 25). Absolutely no changes may be made by UNDP in the criteria, sub-criteria and point system indicated in the **Data Sheet** (DS no. 32) after all Proposals have been received.

29.3 In the second stage, only the Financial Proposals of those Proposers who achieve the minimum technical score will be opened for evaluation for comparison and review. The Financial Proposal Envelopes corresponding to Proposals that did not meet the minimum passing technical score shall be returned to the Proposer unopened. The overall evaluation score will be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFP shall be as indicated in the **Data Sheet** (DS No. 25).

When the Data Sheet specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

Total Combined Score:

$$\begin{aligned} & (\text{TP Rating}) \times (\text{Weight of TP, e.g. 60\%}) \\ & + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 40\%}) \\ & \textbf{Total Combined and Final Rating of the Proposal} \end{aligned}$$

29.4 UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer. Such post-qualification shall be fully documented and, among those that may be listed in the **Data Sheet** (DS No.33), may include, but need not be limited to, all or any combination of the following:

- a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;

- c) Inquiry and reference checking with Government entities with jurisdiction on the Proposer, or any other entity that may have done business with the Proposer;
- d) Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
- e) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer;
- f) Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of UNDP, where available; and
- g) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

### **30. Clarification of Proposals**

To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Proposer for a clarification of its Proposal.

UNDP's request for clarification and the response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP Clause 32.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

### **31. Responsiveness of Proposal**

UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.

A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.

If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Proposer by correction of the material deviation, reservation, or omission.

### **32. Nonconformities, Reparable Errors and Omissions**

Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.

Provided that a Proposal is substantially responsive, UNDP may request the Proposer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

Provided that the Proposal is substantially responsive, UNDP shall correct arithmetical errors as follows:

- a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.

If the Proposer does not accept the correction of errors made by UNDP, its Proposal shall be rejected.

## **F. AWARD OF CONTRACT**

### **33. Right to Accept, Reject, or Render Non-Responsive Any or All Proposals**

UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for UNDP's action. Furthermore, UNDP shall not be obliged to award the contract to the lowest price offer.

UNDP shall also verify, and immediately reject their respective Proposal, if the Proposers are found to appear in the UN's Consolidated List of Individuals and Entities with Association to Terrorist Organizations, in the List of Vendors Suspended or Removed from the UN Secretariat Procurement Division Vendor Roster, the UN Ineligibility List, and other such lists that as may be established or recognized by UNDP policy on Vendor Sanctions.

(See [http://www.undp.org/content/undp/en/home/operations/procurement/procurement\\_protest/](http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/) for details).

### **34. Award Criteria**

Prior to expiration of the period of proposal validity, UNDP shall award the contract to the qualified Proposer with the highest total score based on the evaluation method indicated in the **Data Sheet** (DS nos. 25 and 32).

### **35. Right to Vary Requirements at the Time of Award**

At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

### **36. Contract Signature**

Within fifteen (15) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to UNDP.

Failure of the successful Proposer to comply with the requirement of RFP Clause 35 and this provision shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security if any, and on which event, UNDP may award the Contract to the Proposer with the second highest rated Proposal, or call for new Proposals.

### **37. Performance Security**

A performance security, if required, shall be provided in the amount and form provided in Section 9 and by the deadline indicated in the **Data Sheet** (DS no. 14), as applicable. Where a Performance Security will be required, the submission of the said document, and the confirmation of its acceptance by UNDP, shall be a condition for the effectiveness of the Contract that will be signed by and between the successful Proposer and UNDP.

### **38. Bank Guarantee for Advanced Payment**

Except when the interests of UNDP so require, it is the UNDP's preference to make no advanced payment(s) on contracts (i.e., payments without having received any outputs). In the event that the Proposer requires an advanced payment upon contract signature, and if such request is duly accepted by UNDP, and the said advanced payment exceeds 20% of the total proposal price, or exceed the amount of USD 30,000, UNDP shall require the Proposer to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 10.

### **39. Vendor Protest**

UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a purchase order or contract through a competitive procurement process. In the event that a Proposer believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: <http://www.undp.org/procurement/protest.shtml>.

## **Instructions to Proposers**

## DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Instruction to Proposers. In the case of a conflict between the Instructions to Proposers, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall govern.

DS No. <sup>1</sup>	Cross Ref. to Instructions	Data	Specific Instructions / Requirements
1		Project Title:	Democracy Programme/Elections
2		Title of Services/Work:	Development of the new functionalities for the State Register of Voters
3		Country / Region of Work Location:	Republic of Moldova
4	C.13	Language of the Proposal:	<input checked="" type="checkbox"/> English
5	C.20	Conditions for Submitting Proposals for Parts or sub-parts of the TOR	<input checked="" type="checkbox"/> Not allowed
6	C.20	Conditions for Submitting Alternative Proposals	<input checked="" type="checkbox"/> Shall not be considered
7	C.22	A pre-proposal conference will be held on:	Time: <b>11:00</b> (Moldova local time) Date: <b>18 February 2015</b> Venue: UN House Conference Room, 131, 31 August 1989 Street, MD-2012 Chisinau, Moldova  The UNDP focal point for the arrangement is: Elena Birau, Democracy Programme/Elections Procurement Assistant Telephone: +373 (79) 183 283 E-mail: <a href="mailto:elena.birau@undp.org">elena.birau@undp.org</a>
8	C.21	Period of Proposal Validity commencing on the submission date	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days
9	B.9.5 C.15.4 b)	Proposal Security	<input checked="" type="checkbox"/> Not Required
10	B.9.5	Acceptable forms of Proposal Security	N/A
11	B.9.5 C.15.4 a)	Validity of Proposal Security	N/A

<sup>1</sup> All DS number entries in the Data Sheet are cited as reference in the Instructions to Proposers. All DS nos. corresponding to a Data must not be modified. Only information on the 3<sup>rd</sup> column may be modified by the user. If the information does not apply, the 3<sup>rd</sup> column must state "N/A" but must not be deleted.

12		Advanced Payment upon signing of contract	<input checked="" type="checkbox"/> Not allowed
13		Liquidated Damages	N/A
14	F.37	Performance Security	<input checked="" type="checkbox"/> Not Required
15	C.17, C.17 b)	Preferred Currency of Proposal and Method for Currency conversion	<input checked="" type="checkbox"/> United States Dollars (USD) Reference date for determining UN Operational Exchange Rate: 03 March 2015
16	B.10.1	Deadline for submitting requests for clarifications/questions	7 (seven) days before the submission date.
17	B.10.1	Contact Details for submitting clarifications/questions <sup>2</sup>	Focal Person in UNDP: <b>Beatricia Revenco</b> , Electoral Component Manager Address: Vasile Alecsandri 119 Str., Chisinau, Moldova E-mail address dedicated for this purpose: <a href="mailto:beatricia.revenco@undp.org">beatricia.revenco@undp.org</a>
18	B.11.1	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	<input checked="" type="checkbox"/> Direct communication to prospective Proposers by email or fax, and Posting on the website <sup>3</sup> <a href="http://www.undp.md/tenders/index.shtml">http://www.undp.md/tenders/index.shtml</a>
19	D.23.3	No. of copies of Proposal that must be submitted [if transmitted by courier]	Original: 1 Copies: 1
20	D.23.1 D.23.2 D.24	Proposal Submission Address	UNDP Moldova 131, 31 August 1989 Street MD-2012 Chisinau Republic of Moldova Attention: Registry Office/Procurement
21	C.21 D.24	Deadline of Submission	Date and Time: <b>3 March 2015, 16:30 (GMT+2)</b>
22	D.23.2	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> Courier/Hand Delivery <input checked="" type="checkbox"/> Electronic submission of Bid <sup>4</sup>
23	D.23.2 D.26	Conditions and Procedures for electronic submission and opening, if allowed	<input checked="" type="checkbox"/> Official Address for e-submission: <a href="mailto:tenders-Moldova@undp.org">tenders-Moldova@undp.org</a> <input checked="" type="checkbox"/> Free from virus and corrupted files <input checked="" type="checkbox"/> Format: PDF files only, password protected <input checked="" type="checkbox"/> Password <u>must</u> not be provided to UNDP until the date and time of Bid Opening as indicated in No. 24 <input checked="" type="checkbox"/> Max. File Size per transmission: 5 MB

<sup>2</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received.

<sup>3</sup> Posting on the website shall be supplemented by directly transmitting the communication to the prospective offerors.

<sup>4</sup> If this will be allowed, security features (e.g., encryption, authentication, digital signatures, etc.) are strictly required and must be enforced to ensure confidentiality and integrity of contents.

			<input checked="" type="checkbox"/> Max. No. of transmission: 5 (five) for technical proposal and 1 (one) for financial proposal <input checked="" type="checkbox"/> No. of copies to be transmitted: 1 (one) <input checked="" type="checkbox"/> Mandatory subject of email for the Technical Proposal: "Technical Proposal for <b>RfP15/00945</b> : Development of the new functionalities for the State Register of Voters <input checked="" type="checkbox"/> Mandatory subject of email for the Financial Proposal: "Financial Proposal for <b>RfP15/00945</b> : Development of the new functionalities for the State Register of Voters <input checked="" type="checkbox"/> Time Zone to be Recognized: Moldova (GMT+2:00)
24	D.23.1	Date, time and venue for opening of Proposals	N/A
25	E.29.2 E.29.3 F.34	Evaluation method to be used in selecting the most responsive Proposal	<input checked="" type="checkbox"/> Combined Scoring Method, using 60%-40% distribution for technical and financial proposals, respectively, where minimum passing score of technical proposal is 70%
26	C.15.1	Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only)	<input checked="" type="checkbox"/> Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured <input checked="" type="checkbox"/> Certificate of Registration of the business, including Articles of Incorporation, or equivalent document if Bidder is not a corporation <input checked="" type="checkbox"/> Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside Moldova <input checked="" type="checkbox"/> Specialized certificates, accreditations, awards and citations received by the Bidder (if any) <input checked="" type="checkbox"/> Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 2 years <input checked="" type="checkbox"/> Certificate in ISO 9001 and ISO 27001 <input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top 2 Clients in terms of Contract Value the past 3 years <input checked="" type="checkbox"/> All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded <input checked="" type="checkbox"/> Resumes of Key Personnel comprising information requested in the Terms of Reference (ToR) RfP Section 3 <input checked="" type="checkbox"/> Detailed description of the capacities to ensure the technical support and provide the methodology of solving technical issues that may appear
27		Other documents that may be Submitted to Establish Eligibility	N/A
28	C.15	Structure of the Technical Proposal ( <i>only if different from the provisions of Clause 15</i> )	N/A
29	C.15.2	Latest Expected date for	16 March 2015

		commencement of Contract	
30	C.15.2	Expected duration of contract (Target Commencement Date and Completion Date)	March 2015 – December 2016
31		UNDP will award the contract to:	<input checked="" type="checkbox"/> One Proposer only
32	E.29.2 F.34	Criteria for the Award of Contract and Evaluation of Proposals	(See Tables below)
33	E.29.4	Post-Qualification Actions	<input checked="" type="checkbox"/> Verification of accuracy, correctness and authenticity of the information provided by the bidder on the legal, technical and financial documents submitted; <input checked="" type="checkbox"/> Validation of extent of compliance to the RfP requirements and evaluation criteria based on what has so far been found by the evaluation team; <input checked="" type="checkbox"/> Inquiry and reference checking with Government entities with jurisdiction on the bidder, or any other entity that may have done business with the bidder; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
34		Conditions for Determining Contract Effectiveness	<input checked="" type="checkbox"/> Others: signing the contract by both parties
35		Other Information Related to the RFP <sup>5</sup>	Further information, instructions and/or amendments to the solicitation documents shall be published at the UNDP Moldova tenders website: <a href="http://www.undp.md/tenders/index.shtml">http://www.undp.md/tenders/index.shtml</a>

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	40%	400
3.	Management Structure and Key Personnel	30%	300
<b>Total</b>			<b>1000</b>

Technical Proposal Evaluation Form 1		Points obtainable
<b>Expertise of the Firm/Organization</b>		
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	35
1.2	General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> <li>- Financial stability – 20 pts.</li> <li>- loose consortium, holding company or one firm – 10 pts.</li> </ul>	105

<sup>5</sup> Where the information is available in the web, a URL for the information may simply be provided.



	<ul style="list-style-type: none"> <li>- age/size of the firm – 30 pts. (5-7 years - 10 points; each additional year of experience - 5 points; maximum 30 points)</li> <li>- strength of project management support – 15 pts.</li> <li>- project financing capacity – 15 pts.</li> <li>- project management controls – 15 pts.</li> </ul>	
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.)	15
1.4	Quality assurance procedures, warranty	65
1.5	Relevance of: <ul style="list-style-type: none"> <li>- Minimum 5 years of proven technical knowledge and relevant work experience: 5 years – 20 pts., each additional year – 5 pts., up to max 50 pts.</li> <li>- Relevant experience with international organizations (Yes – 30 pts., No – 0 pts.)</li> </ul>	80
<b>Total Form 1</b>		<b>300</b>

<b>Technical Proposal Evaluation Form 2</b>		<b>Points Obtainable</b>
<b>Proposed Methodology, Approach and Implementation Plan</b>		
2.1	To what degree does the Proposer understand the task?	50
2.2	Have the important aspects of the task been addressed in sufficient detail?	40
2.3	Are the different components of the project adequately weighted relative to one another?	50
2.4	Is the conceptual framework adopted appropriate for the task?	40
2.5	Is the scope of task well defined and does it correspond to the TOR?	100
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	120
<b>Total Form 2</b>		<b>400</b>

<b>Technical Proposal Evaluation Form 3</b>		<b>Points Obtainable</b>
<b>Management Structure and Key Personnel</b>		
3.1	<b>Project Manager</b>	<b>100</b>
		Sub-Score
	General Qualification	90
	- Licensed in ICT (master degree will be an advantage); (University degree – 5 pts., Master degree – 5 pts.)	10
	- Minimum 5 years of experience in the proposed position (5 years – 5 pts., every additional year – 2 pts., up to max 15 pts.)	15
	- Specific experience (not less than 3 years) in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly (3 years – 5 pts., every additional year – 5 pts., up to max 35 pts.);	35
	- Sufficient knowledge of IT system development methodology for the government sector of the Republic of Moldova (3 projects – 5 pts., each additional project – 5 pts., up to max. 25 pts.)	25
	- Certification in Microsoft solutions and project management	5

	would be an advantage (Yes – 5 pts., No - 0 pts.)			
	Proficient knowledge of English, knowledge of Romanian or Russian would be considered an advantage. (Rom – 5 pts., Eng – 5 pts.)		10	
			<b>100</b>	
3.2	<b>2 Developers</b>			<b>100</b>
			Sub-Score	
	General Qualification		90	
	- Licensed in ICT (master degree will be an advantage) (University degree – 10 pts., Master in ICT – 5 pts.)	15		
	- Minimum 5 years of experience in the proposed position (5 years – 5 pts., every additional year – 2 pts., up to max 15 pts.)	15		
	- Knowledge of technologies related to the SRV development platform: C#, Asp.Net MVC, jQuery, NHibernate, SSRS (3 years – 5 pts., every additional year – 2 pts., up to max 15 pts.);	15		
	- MCSD certification will be a major advantage (Yes – 15 pts., No – 0 pts.)	15		
	- Specific experience in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly (3 projects – 10 pts., each additional project – 5 pts., up to max. 30pts.)	30		
	Perfect knowledge of Romanian (English language will be an advantage) (Rom – 5 pts., Eng – 5 pts.)		10	
			<b>100</b>	
3.3	<b>1 Tester</b>			<b>100</b>
			Sub-Score	
	General Qualification		90	
	- Licensed in ICT (master degree will be an advantage) (University degree – 5 pts., Master in ICT – 5 pts.)	10		
	- Minimum 3 years of experience in the proposed position (5 years – 5 pts., every additional year – 5 pts., up to max 30 pts.)	30		
	- Specific experience in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly) (3 years – 5 pts., every additional year – 5 pts., up to max 20 pts.);	20		
	- Knowledge of technologies related to the SRV development platform: C#, Asp.Net MVC, jQuery, NHibernate, SSRS (Yes – 20 pts., No – 0 pts.)	20		
	- ISTQB certification will be an advantage (Yes – 10 pts., No – 0 pts.)	10		
	Perfect knowledge of Romanian (English language will be an advantage) (Rom – 5 pts., Eng – 5 pts.)		10	
			<b>100</b>	
<b>Total Form 3</b>				<b>300</b>

## Section 3: Terms of Reference (TOR)

### Development of the new functionalities for the State Register of Voters

---

#### A. Project Title

Democracy Programme/Elections

#### B. Project Description

The UNDP Moldova Democracy Programme/Elections (further referred as Programme) is a multiyear institutional development project that aims to support the institutional consolidation of the Central Electoral Commission (CEC) as well as the modernization of the Moldovan electoral process towards:

- Improving the capacity of the CEC to meet European gender and human rights standards;
- Improving the institutional environment for electoral management bodies that can deliver inclusive and modern electoral processes;
- Improving the electoral and public registration process of the Republic of Moldova citizens.

#### C. Background information

In line with the legislation in force, one of the basic duties of the CEC is to establish and maintain the State Register of Voters. This Register is necessary for all the electoral processes in the Republic of Moldova and serves as a key tool to provide a correct answer for the questions related to the identity and the right to vote of the voters in a certain constituency.

*The Law No. 101 dated 15.05.2008 stipulates the scope of this Register. The Electoral Code of the Republic of Moldova also mentions the need to develop and implement the SRV, specifying explicitly the information content of the SRV.*

In compliance with the legislation in force on registers, the SRV was developed as a separate entity, which should share its resources with other information systems. Currently the CEC has a first draft of the SRV, which was developed with the financial support provided by UNDP Moldova during 2014, allowing the settlement of a number of current problems.

CEC has all the necessary soft sources for further development of the SRV for implementing its operation objectives, such as:

- automated update of the SRV content based on the information received from the external sources of information (SRP, LPA, CPA, citizens);
- increasing the accuracy and reliability of the data received from external sources and automated integration of such data on the State Register of Voters;
- implementing automated procedures for primary validation and verification of the information taken over from external data sources before the update procedure of the SRV;
- decreasing the necessary time and the laboriousness of the process to enhance and update the data related to voters in the Republic of Moldova;
- ensuring traceability of voters by keeping the history of changes made to data on identity, residence and ID documents held by the voters;
- implementing the official classifiers of the Republic of Moldova (CUATM, State Register of Addresses) for providing interoperability of the CEC's IT subsystems with the external IT systems in the Republic of Moldova;
- eliminating multiple voting by future integration of the subsystems for monitoring the voting process or by excluding the use in voting the cancelled, false or expired ID documents;
- ensuring premises for implementing in long term perspective the electronic voting based on the digital identity of the RM citizens (digital certificate or mobile signature).

In this regard, 8 groups of development and assistance activities are envisaged, as follows:

**Activity 1: Improvements of the processing data from SRP, development of voter and polling stations profile.** This activity implies the optimization and improvement procedures of the data imported from SRP to SRV. In addition, it will involve the creation and development actions of the profile of the voter's and polling stations.

**Activity 2. To develop a mechanism for taking over the data from external sources.** This activity implies the development of a universal mechanism for taking over and processing data from external sources for updating the data collection of the SRV.

**Activity 3. To develop a mechanism of internal messaging within the SRV.** This activity implies the

development of a mechanism meant for instant communication among the authorized users of the SRV.

**Activity 4. To develop services for SRV interaction with third IT applications.** This activity implies the development of some web services meant for the SRV interaction with external IT systems (both, from within and outside CEC). SRV will supply a sufficient set of necessary services for integration with the potentially developed information systems of the CEC.

**Activity 5. To integrate the SRV with the State Register of Addresses.** This activity implies the implementation of metadata afferent to the State Register of Addresses developed subsequently and migration of the existing data in line with the State Register of Addresses.

**Activity 6. To archive the data collection of the SRV.** This activity implies the development of a mechanism to archive the obsolete data and to eliminate them from the database under production.

**Activity 7. Assistance to the CEC in the pre-election period and during the local elections day on 2015.** It assumes the involvement of the developers, in order to assist CEC and provide support in solving the potential issues that could be happen in this period.

**Activity 8. To provide adaptive maintenance services for the State Register of Voters.** It implies the totality of activities to maintain and adjust the SRV during the 12 months of warranty after the end of development works.

#### **D. Scope of Services, Expected Outputs and Target Completion Roles and responsibilities**

Contractor's responsibilities are:

- to develop the additional functionalities of the SRV specified in the activities 1-5;
  - to adjust the totality of technical and users' documentation related to the SRV in line with the changes made in the activities 1-5;
  - to perform the activity tests and the eventual corrections related to the changes made to the SRV in activities 1-5;
  - to provide assistance to the CEC in the pre-election period and during the local elections day to anticipate or settle rapidly the eventual incidents that might occur in the SRV during the local elections day;
  - to train CEC to use the newly implemented functionalities according to the activities 1-5;
  - to ensure warranty and adaptive maintenance for the SRV during the warranty period.
- CEC and UNDP responsibilities are:
- Provide/support infrastructure;
  - Provide requirements, user stories and access to analysts for implementation questions; Providing support for the team on specific questions regarding system functionality;
  - Provide System Architecture / Guidelines or preferences in implementation patterns;
  - Review of contractor proposed solutions/estimates for further acceptance or correction;
  - Project management and coordination (participate in the communication, project decisions and review / approve project key documents on time).

#### **Platform for developing an operation of SRV**

To perform the SRV development activities, the SRV source code will be taken as basis and the development and operation software platform will be used, including:

- Windows Server 2012
- MS SQL Server 2012
- SSRS
- IIS 7.0
- ASP.NET
- TFS 2012

#### **Peculiarities for carrying out the SRV improvement activities**

**Activity 1: Improvements of the processing data from SRP, development of voter and polling stations profile.**

**IPD01. Improvements of the processing data from SRP.**

Reviewing the experience accumulated during the operation of the current version of the State Register of Voters and the interaction with the web-service provided by the S.E. "SIRC Registru", it may be concluded that for ensuring the subsequent success of the SRV operation, it is important to carry out some additional developments.

IPD01.01 Investigation and improvement of the logic of conflict occurrence on importing the data from SRP to SRV. The aim is to decrease the number of conflicts which appear after the processing (importing) the data from SRP.

IPD01.02. During the process of improvement of the Importer module by S.E. "SIRC Regstru" solve of the potential software problems (at the database level, application server etc.) which could affect the performance of the SRV interaction with SRP.

IPD01.03 Removal of the automatic interrogation methods from the SRV interface, in case on opening the electoral list module of SRV, or when defining the filtering parameters. The interrogation should not be occur automatically on opening the interface or on completion of the filtering parameters of the electoral list. It should be opened only after some certain presets i.e.: click on some button or predefined key (Enter).

### **IPD02. To develop a model of presenting and managing the voter's profile.**

Although the SRV has the functionality of viewing the details about the voter, the SRV does not provide a general overview of the voter for rapid access or update of the respective voter's information. In this respect, the user should access different functionalities in the menu.

Hence, it is important to have an overview (voter's profile), which would centralize the totality of information about the voter (ID data, data about voting interdiction, data about the held addresses, data about the polling stations the voter was appointed to, data about the elections the voter could vote in, data about the statements on the place of stay, etc.) and would allow the rapid access to such data for view or change.

To perform this, it is necessary to implement the following functional requirements:

IPD02.01. the SRV will provide the functionality of viewing the voter's profile with the following data:

- identification of data (name, surname, patronymic, birthdate, sex, address, status, age, etc.);
- data about the totality of voting interdictions and their period of validity;
- data about the totality of addresses held and their period of validity;

### **IPD03. To develop a module for presenting and managing the polling station's profile**

Although the SRV has the functionality of viewing the voters by polling stations, it does not provide an ample overview of the polling station and its history. As well, it is important to provide the functionality of rapid access to information relevant to the polling station.

Hence, it is necessary to come up with a view (polling station's profile) which would centralize the totality of information about the polling station (identification data, data about the elections it was involved in, data about the appointed voters, etc.) and would allow the rapid access to such information so as to view it and change it.

To perform this, it is important to implement the following functional requirements:

IPD03.01 The SRV will provide the functionality of viewing the profile of the polling stations with the following data:

- Identification data (name, address, status, etc.);

IPD03.02. The SRV will log all the events of accessing the polling station's profile and extracting the voters' lists.

### **Activity 2: To develop a mechanism for taking over data from external sources**

This activity implies the implementation of a universal mechanism meant for processing the data taken from external sources so as to update the data collection managed by the SRV. Currently, the following external data sources were identified:

- *State Register of Population*. It represents the main source of information meant to enhance the content of the SRV and explored via the Module of Data Import from the SRP (under implementation).
- *Judiciary Register*. External source ensuring the possibility to receive data on persons who are temporarily deprived of the right to vote (or those who vote on the territory of the penitentiary institutions).
- *Mobilization Register*. External source ensuring the possibility to receive the data about the people enrolled in the army (those who vote within the military units).
- *Automated Information System "Social Assistance"*. External source ensuring the possibility to receive the data on persons sheltered in the placement centers, asylums for elderly people, etc. (supplies data on effective location of these persons).
- *Register of pupils and students*. External source ensuring the possibility to receive data on the temporary

residence of the pupils and students studying in other localities than the localities of the domicile.

Currently, the functionality of SRV interaction with the State Register of Population is being implemented and it is fulfilled through automated interaction with the State Register of Population via its exposed service.

For the other 4 categories of external IT systems, it is not insisted on developing an Importer application according to the model of interaction with the State Register of Population. But rather the implementation of a universal mechanism for taking over and subsequently processing the data (the appearance of additional data sources is not excluded).

Hence, it is necessary to reengineer the mechanism of updating the SRV database by implementing a buffer zone storing all the candidate-transactions to update the SRV database based on designing of the data structures which will store all of the transaction data types, meant to update the SRV.

The strategy for inserting the transactions to update the SRV database in the buffer zone depends on the CEC preferences (Importer program or external file). Nevertheless the SRV shall contain a mechanism to insert the transactions of updating the SRV database via a standardized external file.

It should be mentioned that the SRV will provide 2 regimes for processing the transactions for SRV updating: automated (launched through Jobs or upon request, processing without any restriction all the set of candidate-transactions) and assisted (where the decision of the Registrar will be asked for every updating transaction).

To implement the mechanism for updating the SRV database content with data from external sources, the following functional requirements shall be taken into account:

FR 02.01 The developed will adjust the current procedure for receiving and processing the updates from the State Register of Population in line with the functional requirements FR 01.02-FR 01.20.

FR 02.02 The SRV will contain a buffer zone meant to store the totality of transactions to updated the SRV database.

FR 02.03 The SRV will supply a mechanism for inserting the data in the buffer zone via a standardized XLS or CSV file.

FR 02.04 The data structures of the buffer zone will allow inserting any transaction supplied by any external data source, defining:

- addition of a new voter;
- changes in voter's identity;
- changes in voter's ID documents;
- changes in appointing a voter to a specific polling station;
- changes in the right to elect (death, deprivation of the right to vote, etc.).

FR 02.05 SRV will provide a WEB service to insert in the buffer zone the transactions for updating the DB (subject to be used subsequently by Importer programs for automated update of data) and will demonstrate its functionality in case of the Importer from the State Register of Population.

FR 02.06 SRV will normalize the entries' identifiers when inserting in the buffer zone based on the correspondence tables with the identifiers of the SRV mandates.

FR 02.07 SRV will allow the configuration of external data sources from which the updates will be received and the rules for processing them (the identifier of the external data source related to the transaction of database update will be configured, as well as the mechanism of transactions' processing: automated or assisted)

FR 02.08 SRV will provide the functionality to process the technological DB with all the requests for updating the DB under production, regardless of the mechanism used for their processing: automated or assisted.

FR 02.09 SRV will perform a primary admissibility check of the update requests contained in the buffer zone and will provide a mechanism for viewing and subsequently processing the inadmissible transactions (e.g.: with wrong format or incompatible metadata).

FR 02.10 SRV will apply all the updates from the technological DB for the requests considered to be fully safe, changing automatically the status of entries after processing (for transactions where the provider was defined with the automated mechanism of updates' processing).

FR 02.11 SRV will provide an interface for analyzing the automatically operated updates.

FR 02.12 SRV will insert a status for the transaction when operating the automated updates (so as not to be processed subsequently repeatedly).

FR 02.13 SRV will provide an interface to process the entries of the technological DB in regime of

assisted updating (processing of each update transaction of the SRV stored in the buffer zone, authorized by the Registrar, via some user interface).

FR 02.14 The set of updating transactions in assisted regime will be submitted to the Registrars depending on their rights and roles.

FR 02.15 The SRV will provide suggestion for starting the action of processing the entry in the technological DB (in conjunction with the data source configuration).

FR 02.16 The registrar will be able to act with 3 categories of strategies for assisted processing of entries in the technological DB: update approval, update refusal, and update ignoring.

FR 02.17 The SRV will change the status of approved or refused update transactions for them not to be processed at the next launch of the assisted update procedure.

FR 02.18 When conflicts appear when processing DB update transactions in automated or assisted regime, they should be settled via the mechanism of conflict settlement currently implemented in the SRV.

FR 02.19 The set of update transactions which end in conflicts will be presented to the registrars to be settled depending on their rights and roles.

FR 02.20 The good functioning of the update mechanism from the external sources will be tested based on the importer from SRP mechanism. Typical files received from the Ministry of Education, Ministry of Justice, Ministry of Defense and statements of stay submitted by citizens abroad.

FR 02.21 SRV will log all the transactions for updating the DB under production.

### **Activity 3: To develop a mechanism of internal messaging**

This activity implies the implementation of a mechanism of instant messaging among the authorized users of the SRV. This would allow a more efficient collaboration among the Registrars and creating an alternative means of assistance for them.

To implement the mechanism of instant messaging among the authorized users of the SRV, the following functional requirements should be taken into consideration:

FR 03.01 SRV will have a mechanism of instant messaging among the authorized users of the SRV integrated in the SRV user's interface.

FR 03.02 The authorized user of the SRV will have the functionality of configuring a list of users with whom he/she communicates instantly (a mechanism allowing to add in the contact list the non-blocked SRV users).

FR 03.03 The mechanism of instant messaging will show the connection status of the contacts of the SRV authorized user (online or offline).

FR 03.04. The mechanism of instant messaging will allow sending messages to the recipient user regardless of his/her status (online or offline).

FR 03.05. The Instant Messaging mechanism will allow users from the administrator group to send broadcast messages to all of the SRV registered users. This functionality is aiming to announce SRV users instantly about some urgent or not event.

FR 03.06 The mechanism of instant messaging will provide the functionality of notifying the reception of messages regardless of the sending regime (online or offline).

FR 03.07 The notifications should be placed in a specialized area of the user's interface so as not to affect the activity of the called user.

FR 03.08 The mechanism of instant messaging will store the history of all instant messages with comfortable means to navigate through history and search for relevant instant messages.

FR 03.09 The SRV authorized user will have the functionality to manage the history of instant messaging and to define the strategy for its storage (he will have the possibility to browse the history of the messages received/sent, filter message according to corresponding contact, enable/disable the history, etc.)

### **Activity 4. To develop services for SRV interaction with third IT applications**

The State Register of Voters will serve as an information source for digitizing most of the electoral process. Hence it is necessary for the SRV to interact with other IT systems.

As the direct access of third IT applications (including from the CEC) to the SRV database is not welcome, it is timely to develop a WEB service to meet the following functional requirements:

FR 04.1 To access the WEB service provided by the SRV, the third IT systems will log on via a digital certificate.

FR 04.2 The WEB service provided by the SRV will allow formulation of search interrogations according to the following parameters:

- voter's IDNP code;

- locality identifier;
- street identifier;
- address identifier;
- polling station identifier;
- combined identifiers (e.g.: locality code + alive voter identifier).

FR 04.3 As a result of the parameters of query service, it will return the voter's details meeting the parameters (totality of voters' registration data) or the YES/NO answer (e.g.: the voter with the specific IDNP may vote under a certain polling station, the voter with the specific IDNP is alive, etc.).

FR 04.4 The services provided by the SRV will allow supplying a group of entries per one single interrogation (e.g.: list of voters with relevant identifying data).

FR 04.5 During the adaptive maintenance period, the CEC will provide the totality of parameters based on which the SRV will be interrogated via the WEB service exposed by the SRV.

FR 04.6 The SRV will expose the WEB service meant for processing the list of voters with conflict status to the Civil Status Office.

FR 04.7 The SRV will expose the WEB service meant for updating the metadata system to the third authorized IT applications (taking over the updated SRV classifiers and nomenclatures).

### **Activity 5. To integrate with the State Register of Addresses**

Due to the lower quality of addresses provided by the State Register of Population, a number of activities were initiated together with the competent public authorities to develop and implement the State Register of Addresses.

This register will allow inventorying all the streets and addresses to eliminate redundancy and to standardize the principle of attributing and using addresses within all the IT systems of the Republic of Moldova.

Taking into account the above-mentioned, it is necessary to implement the following functional requirements within the SRV:

The State Register of Voters will serve as a key information source for digitizing most of the electoral process. In this respect it is necessary to ensure the interaction of the IT subsystems with the SRV.

FR 05.01 SRV will integrate and implement the State Register of Addresses.

FR 05.02 SRV will consume the WEB service exposed by the State Register of Addresses so as to update the data on the valid addresses on the territory of the Republic of Moldova.

FR 05.03 SRV will ensure the traceability of addresses and will supply the totality of relevant information for the evolution of a specific address (will point on the same address when using its previous values).

FR 05.04 SRV will provide mechanisms for defining the tables of correspondence between the addresses existing in the SRV (provided by the State Register of Addresses) and the addresses received from external sources.

FR 05.05 The developer will migrate the information related to the voters' addresses and the polling stations' addresses in line with the provisions of the State Register of Addresses.

### **Activity 6 To archive the data collection of the State Register of Voters**

The continuous exploitation of the State Register of Voters will lead to increasing the volume of data collection. The increase of the data collection volume implies the inevitable need of additional space and performance decrease of the SRV functionalities.

As well, a part of the updated information will lose gradually its importance within the business processes of the CEC. As a result, it is necessary to develop a module which would allow archiving the SRV data.

To develop this module, the following functional requirements shall be taken into account:

FR 06.01. SRV will provide a mechanism for archiving the data depending on the defined elections (archiving the data corresponding to certain elections).

FR 06.02. When archiving, the archive will include all the non-master data related to requested elections and master data of the SRV.

FR 06.03. The master data category will include all the SRV nomenclatures and classifiers, except for the voters' nomenclature.

FR 06.04. The process of data archiving implies the copying in the archive of all master data and the totality of non-master data selected for archiving.

FR 06.05. When archived, the non-master data will be erased from the database under production.

FR 06.06. The archiving mechanism will ensure the functionality of the SRV when connecting it to the collection of archived data (the SRV modules will be functional when indicating the archive as source of the



data).

FR 06.07. The SRV will have a mechanism of configuring the set of data collections to which it will get connected (data collection under production and totality of archives).

FR 06.08. The users will configure themselves the data collections to which they will get connected and will activate individually the connection to the necessary data collection.

FR 06.09. The SRV will allow uniting a number of collections of archived data and a collection of data under production (there will be used the master data of the collection of data under production and the non-master data of all the collections of requested data.)

### **Activity 7. Assistance to the CEC in the pre-election period and during the local elections day on 2015**

This activity implies the supply of 2 developers in the pre-election period and also in the local elections day on 2015. To assist the CEC in settling the possible incidents related to the SAISE operation which may occur. As a result, the following requirements shall be taken into account:

AID001. In the pre-election period, the developers will assist the CEC IT team in order to prepare the electoral lists for printing.

AID002. In the pre-election period, developers will prepare server resources for handling of stable and fast functioning of the big amount of concurrent users (max900) and will give the according assistance.

AID003. In the pre-electoral period, developers will actively participate on preparation and publishing of the CEC's public web services for the citizens (ex. „Check your name on voters list“, „Statement of stay“ etc.).

AID003. In the pre-electoral period developers will provide assistance in the process of transferring of the data from SRV to SAISE.

AID004. The provider's developers will study the principles of conceptualization and operation of the SAISE.

AID005. The provider's developers will study the configuration and operation of the SAISE hardware platform.

AID006. The provider's developers will work in house within the CEC during the local elections day in between 06:30 AM-24:00 PM.

AID007. The provider's developers will perform all the monitoring activities for the operation of the SAISE so as to anticipate the SAISE operation incidents.

AID008. The provider's developers will perform all the activities to limit the problems of SAISE operation if incidents occur.

AID009. The provider's developers will perform all the activities for recovering the SAISE functionalities caused by incidents' occurrence.

AID010. It is welcome for the provider's developers appointed for Activity 6 to be the same who have provided the CVs in line with the requirements set in compartment H of the Terms of Reference.

### **Activity 8: To provide adaptive maintenance services for the State Register of Voters**

Taking into account the exploitation experience of the SRV during the elections from 30.11.2014, it may be concluded that during its operation after the made changes some errors may occur, which would need adjustments during the warranty period for the respective product.

As a consequence, it is necessary to provide some adaptive maintenance services for the State Register of Voters, which will cover the following activities:

SMA001 To correct all the errors and problems identified during the operation of the State Register of Voters (including the ones generated by the current version of the SRV).

SMA002 To perform periodically the performance analysis of the SRV database interrogation so as to optimize them (ensuring an acceptable response speed of the SRV by optimizing the interrogations, the undecided, and adjustment of the interface).

SMA003 To perform periodically the analysis of the web-services exposed by the SRV so as to optimize them (ensuring an acceptable speed of receiving and sending the data).

SMA004 To assist the Central Election Commission in operating the State Register of Voter and solving some eventual problems.

SMA005 To perform minor adjustments and changes in the functional modules of the SRV upon the request of the Central Election Commission.

SMA006 To identify some additional activities to develop the SRV so as to increase its performance.

### **E. Management Arrangement**

The contractor will work under the guidance of *Directorate of Information Technology and Management of electoral lists* and in close cooperation with *UNDP Programme* team for both substantive and administrative aspects of the assignment and under the direct supervision of the Senior Project Officer/Component Manager.

## **F. Key deliverables of the Work**

The final product is composed of software artifacts, system documentation, and knowledge transfer to the holder and the system administrator.

The system's artifacts include:

- Complete source code of the modules and components necessary for the compilation of the delivered software product;
- Final product packaged for easy installation in the proposed technological environment;
- Technical project updated and completed during the development;
- Document on the system installation and configuration;
- User Manual;
- Administrator Manual;
- All materials related to the SRV users training;
- Technical specifications in the WSDL language for published service interfaces;
- Source code for the applications and components developed within the project.
- Libraries and special tools required for the compilation of the system components (the developer will demonstrate the possibility of compiling the source code on the platform provided by the CEC).
- The test plan and the results of the internal (functional, performance, security) tests;
- All of the artifacts copied to removable carriers (CD-R or DVD-R).

The knowledge transfer and support include the following artifacts and services:

- Training materials, including video-guides for the new developed/improved modules of the SRV;
- Training for users and administrators;
- Assistance during the system piloting period and during the local election of 2015 year;
- Assistance in the system acceptance test;
- Assistance in putting the system into production;
- Removal of deficiencies identified during the pilot period and upon the acceptance test.
- Assistance during the local election of 2015 year
- After putting the system into production the following is necessary post implementation technical support for a period of 12 months, including corrective, adaptive and preventive maintenance in accordance with the ISO / IEC 14764.

## **G. Activities' grading**

Taking into account the existing technological restrictions, the activities 1-8 may be implemented gradually over the following calendar period:

- Activity 1. March, April 2015;
- Activity 2. July 2015;
- Activity 3. May 2015;
- Activity 4. July 2015;
- Activity 5. December 2015
- Activity 6. December 2015
- Activity 7. Pre-election period and on the e-day of 2015 period, depending on the announced date of the local elections day;
- Activity 8. January 2016 – December 2016

## **H. Qualifications of the Successful Service Provider at Various Levels**

### **Minimum qualification requirements:**

#### Corporate Competencies

- Companies specialized in the provision of ICT services
- Companies certified in ISO 9001 and ISO 27001
- Professional experience of minimum 5 years

## Criteria for the staff

### *Project manager*

- Licensed in ICT;
- Minimum 5 years of experience in the proposed position.

### *Developer*

- Licensed in ICT;
- Minimum 5 years of experience in the proposed position.

### *Tester*

- Licensed in ICT;
- Minimum 3 years of experience in the proposed position.

### **Failure to comply with the minimum requirements will constitute a reason for disqualification.**

The experience in the development of ICT applications for electoral processes would be a strong advantage.

The legal entities interested shall send their technical and price bid containing:

- Detailed description of the enterprise (experience, human resources, managerial and technical skills in the field, etc.;
- Copy of the registration documents;
- Copy of certification in ISO 9001;
- Copy of certification in ISO 27001;
- Company's portfolio specifying similar implemented projects;
- CVs staff involved in the project;
- Detailed proposed technical solution, including restrictions on hardware operation, assessment of activities and their duration, reference to technical assistance during warranty;
- Detailed financial offer (in a separate envelope or separate email - password protected);

All discussions with the beneficiaries of the project will be conducted in Romanian. All the relevant documentation, information solution interface and training and technical support will be conducted in Romanian.

The bidder shall submit the technical bid with summary data on the project staff and its qualifications. Explicitly persons holding the following key positions shall be presented:

- Project Manager;
- Developer 1;
- Developer 2;
- Tester.

The **Project Manager CV** should contain explicit data that would prove the following skills:

- Licensed in ICT (master degree will be an advantage);
- Minimum 5 years of experience in the proposed position;
- Specific experience in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly);
- Knowledge of technologies related to the SRV development platform: C#, Asp.Net MVC, jQuery, NHibernate, SSRS;
- Sufficient knowledge of IT system development methodology for the government sector of the Republic of Moldova;
- Certification in Microsoft solutions and project management would be an advantage;
- Perfect knowledge of Romanian and English languages.

The **developers' CVs** should contain explicit data that would prove the following skills:

- Licensed in ICT (master degree will be an advantage);
- Minimum 5 years of experience in the proposed position;
- Specific experience in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly);
- Knowledge of technologies related to the SRV development platform: C#, Asp.Net MVC, jQuery, NHibernate, SSRS;
- MCSD certification will be a major advantage;
- Perfect knowledge of Romanian (English language will be an advantage).

The **tester's CV** should contain explicit data that would prove the following skills:

- Licensed in ICT (master degree will be an advantage);
- Minimum 3 years of experience in the proposed position;
- Specific experience in ICT proved through the implementation of similar projects like principles of operation or area of interest (the similar projects in which the person was involved should be mentioned explicitly);
- Knowledge of technologies related to the SRV development platform: C#, Asp.Net MVC, jQuery, NHibernate, SSRS;
- ISTQB certification will be an advantage;
- Perfect knowledge of Romanian (English language will be an advantage).

## Section 4: Proposal Submission Form<sup>6</sup>

---

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated [insert: Date] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for [insert: period of validity as indicated in Data Sheet]

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Contact Details: \_\_\_\_\_

*[Please mark this letter with your corporate seal, if available]*

---

<sup>6</sup> No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

## Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

### Proposer Information Form<sup>7</sup>

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert RFP reference number]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Proposer's Legal Name: <i>[insert Proposer's legal name]</i>		
2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i>		
3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i>		
4. Year of Registration: <i>[insert Proposer's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Proposer's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. Proposer's Authorized Representative Information  Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>		
13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO		
14. Attached are copies of original documents of:  <input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> If Joint Venture/Consortium – copy of the Memorandum of Understanding/Agreement or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered <input type="checkbox"/> If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law.		

<sup>7</sup> The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

# Joint Venture Partner Information Form (if Registered)<sup>8</sup>

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert RFP reference number]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Proposer's Legal Name: <i>[insert Proposer's legal name]</i>		
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>		
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>		
4. Year of Registration: <i>[insert Party's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Party's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>		
14. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i>		
<input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2. <input type="checkbox"/> In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law.		

<sup>8</sup> The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.

## Section 6: Technical Proposal Form

**TECHNICAL PROPOSAL FORMAT**

**INSERT TITLE OF THE SERVICES**

**Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.**

<b>Name of Proposing Organization / Firm:</b>	
<b>Country of Registration:</b>	
<b>Name of Contact Person for this Proposal:</b>	
<b>Address:</b>	
<b>Phone / Fax:</b>	
<b>Email:</b>	

**SECTION 1: EXPERTISE OF FIRM/ ORGANISATION**

*This section should fully explain the Proposer's resources in terms of personnel and facilities necessary for the performance of this requirement. All contents of this section may be modified or expanded depending on the evaluation criteria stated in the RFP.*

**1.1 Brief Description of Proposer as an Entity:** Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.

**1.2. Financial Capacity:** Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government's Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.

**1.3. Track Record and Experiences:** Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

Name of project	Client	Contract Value	Period of activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

**SECTION 2 - APPROACH AND IMPLEMENTATION PLAN**

*This section should demonstrate the Proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the requirements.*

**2.1. Approach to the Service/Work Required:** Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.



2.2. Technical Quality Assurance Review Mechanisms: The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

2.3 Implementation Timelines: The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

2.4. Subcontracting: Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

2.5. Risks / Mitigation Measures: Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

2.6. Reporting and Monitoring: Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

2.7. Anti-Corruption Strategy: Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

2.8. Partnerships: Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

2.9 Statement of Full Disclosure: This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 4 of this document, if any.

2.10 Other: Any other comments or information regarding the project approach and methodology that will be adopted.

### SECTION 3: PERSONNEL

**3.1 Management Structure:** Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

**3.2 Staff Time Allocation:** Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note: *This spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

**3.3 Qualifications of Key Personnel.** Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

<b>Name:</b>		
<b>Position for this Contract:</b>		
<b>Nationality:</b>		
<b>Contact information:</b>		
<b>Countries of Work Experience:</b>		
<b>Language Skills:</b>		
<b>Educational and other Qualifications:</b>		
<b>Summary of Experience:</b> <i>Highlight experience in the region and on similar projects.</i>		
<b>Relevant Experience (From most recent):</b>		
<b>Period: From – To</b>	<b>Name of activity/ Project/ funding organisation, if applicable:</b>	<b>Job Title and Activities undertaken/Description of actual role performed:</b>
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		
<b>References no.1 (minimum of 3):</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.2</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.3</b>	<i>Name Designation Organization Contact Information – Address; Phone; Email; etc.</i>	
<b>Declaration:</b>		
I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.		
_____		_____
Signature of the Nominated Team Leader/Member		Date Signed

## Section 7: Financial Proposal Form<sup>9</sup>

---

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

### A. Cost Breakdown per Deliverables\*

SN	Deliverables <i>[list them as referred to in the TOR]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	<b>Improvements of the processing data from SRP, development of voter and polling stations profile</b>		
2	<b>To develop a mechanism for taking over the data from external sources</b>		
3	<b>To develop a mechanism of internal messaging within the SRV</b>		
4	<b>To develop services for SRV interaction with third IT applications</b>		
5	<b>To integrate the SRV with the State Register of Addresses</b>		
6	<b>To archive the data collection of the SRV</b>		
7	<b>Assistance to the CEC in the pre-election period and during the local elections day on 2015</b>		
8	<b>Provide adaptive maintenance services for the State Register of Voters</b>		
	<b>Total</b>		<b>USD</b>

\*Basis for payment tranches

### B. Cost Breakdown by Cost Component:

<sup>9</sup> No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.

The Proposers are requested to provide the cost breakdown for the above given prices for each deliverable based on the following format. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of Services.

Description of Activity	Remuneration per Unit of Time (e.g., day, month, etc.)	Total Period of Engagement	No. of Personnel	Total Rate for the Period
<b>I. Personnel Services</b>				
Project Manager				
Developer 1				
Developer 2				
Tester				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

## Section 11: Contract for Professional Services

---

**THIS IS UNDP'S TEMPLATE FOR CONTRACT FOR THE PROPOSER'S REFERENCE. ADHERENCE TO ALL TERMS AND CONDITIONS IS MANDATORY.**

**[THE .PDF VERSION OF THE CONTRACT FOR PROFESSIONAL SERVICES AND THE GENERAL TERMS AND CONDITIONS ARE PROVIDED ON THE FOLLOWING PAGES]**

Dear Sir/Madam,

Ref.: \_\_\_\_\_/ \_\_\_\_\_/ \_\_\_\_\_ **[INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]**

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your **[company/organization/institution]**, duly incorporated under the Laws of \_\_\_\_\_ **[INSERT NAME OF THE COUNTRY]** (hereinafter referred to as the "Contractor") in order to perform services in respect of \_\_\_\_\_ **[INSERT SUMMARY DESCRIPTION OF THE SERVICES]** (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Annex I. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 4 of this letter, entitled "Special Conditions".

1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:

- a) this Letter;
- b) the Terms of Reference [ref. ....dated.....], attached hereto as Annex II;
- c) the Contractor's Proposal [ref....., dated .....]
- d) The UNDP Request for Proposal [ref....., dated.....]

1.3 All the above shall form the Contract between the Contractor and UNDP, superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

2. Obligations of the Contractor

2.1 The Contractor shall perform and complete the Services described in Annex II with due diligence and efficiency and in accordance with the Contract.

2.2 The Contractor shall provide the services of the following key personnel:

<u>Name</u>	<u>Specialization</u>	<u>Nationality</u>	<u>Period of service</u>
-------------	-----------------------	--------------------	--------------------------

....	.....	.....	.....
....	.....	.....	.....

2.3 Any changes in the above key personnel shall require prior written approval of \_\_\_\_\_ **[NAME and TITLE]**, UNDP.

2.4 The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.

2.5 The Contractor shall submit to UNDP the deliverables specified hereunder according to the following schedule:

<b>[LIST DELIVERABLES]</b>	<b>[INDICATE DELIVERY DATES]</b>
----------------------------	----------------------------------

e.g.

Progress report	..../..
.....	..../..
Final report	..../..

2.6 All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by \_\_\_\_\_ **[MAIL, COURIER AND/OR FAX]** to the address specified in 9.1 below.

2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

**OPTION 1 (FIXED PRICE)**

3. Price and Payment

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of \_\_\_\_\_ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.

3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.

3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

<u>MILESTONE</u>	<u>AMOUNT</u>	<u>TARGET DATE</u>
Upon		./../..
		../../..

Invoices shall indicate the milestones achieved and corresponding amount payable.

**OPTION 2 (COST REIMBURSEMENT)**

3. Price and payment

3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a price not to exceed \_\_\_\_\_ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.

3.2 The amount contained in 3.1 above is the maximum total amount of reimbursable costs under this Contract. The Breakdown of Costs in Annex \_\_\_\_\_ **[INSERT ANNEX NUMBER]** contains the maximum amounts per cost category that are reimbursable under this Contract. The Contractor shall reflect in his invoices the amount of the actual reimbursable costs incurred in the performance of the Services.

3.3 The Contractor shall not do any work, provide any equipment, materials and supplies, or perform any other services which may result in any costs in excess of the amount under 3.1 or of any of the amounts specified in the Breakdown of Costs for each cost category without the prior written agreement of \_\_\_\_\_ **[NAME and TITLE]**, UNDP.

3.4 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.

3.5 The Contractor shall submit invoices for the work done every \_\_\_\_\_ **[INSERT PERIOD OF TIME OR MILESTONES]**.

OR

3.5. The Contractor shall submit an invoice for \_\_\_\_\_ **[INSERT AMOUNT AND CURRENCY OF THE ADVANCE PAYMENT IN FIGURES & WORDS]** upon signature of this Contract by both parties and invoices for the work done every \_\_\_\_\_ **[INSERT PERIOD OF TIME OR MILESTONES]**.

3.6 Progress and final payments shall be effected by UNDP to the Contractor after acceptance of the invoices submitted by the Contractor to the address specified in 9.1 below, together with whatever supporting documentation of the actual costs incurred is required in the Breakdown of Costs or may be required by UNDP. Such payments shall be subject to any specific conditions for reimbursement contained in the Breakdown of Costs.

4. Special conditions

4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.

4.2 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued by a Bank and in a form acceptable to UNDP.

4.3 The amounts of the payments referred to under section 3.6 above shall be subject to a deduction of \_\_\_\_\_ **[INSERT PERCENTAGE THAT THE ADVANCE REPRESENTS OVER THE TOTAL PRICE OF THE CONTRACT]** % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.

4.4 Owing to [.....], Article(s) [.....] of the General Conditions in Annex I shall be amended to read/be deleted.

5. Submission of invoices

5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:

5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.

6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

\_\_\_\_\_ **[NAME OF THE BANK]**

\_\_\_\_\_ **[ACCOUNT NUMBER]**

\_\_\_\_\_ **[ADDRESS OF THE BANK]**

7. Entry into force. Time limits.

7.1 The Contract shall enter into force upon its signature by both parties.

7.2 The Contractor shall commence the performance of the Services not later than \_\_\_\_\_ **[INSERT DATE]** and shall complete the Services within \_\_\_\_\_ **[INSERT NUMBER OF DAYS OR MONTHS]** of such commencement.

7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

8.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and \_\_\_\_\_ **[NAME AND TITLE]** UNDP.



9. Notifications

For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

**For the UNDP:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

**For the Contractor:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.

Yours sincerely,

**[INSERT NAME AND DESIGNATION]**

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

Agreed and Accepted:

Signature \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

## **UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

### **1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

### **2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

### **3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

### **4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

### **5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

### **6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

### **7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

### **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

**8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

**8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

**8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in

connection with this Contract.

**8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:

**8.4.1** Name UNDP as additional insured;

**8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

**8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

## **9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

**10.0 TITLE TO EQUIPMENT:** Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

## **11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

**11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

**11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

**11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

**11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

## **12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

## **13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party, and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

**13.1** The recipient ("Recipient") of such information shall:

**13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

**13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.

**13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

**13.2.1** any other party with the Discloser's prior written consent; and,

**13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

**13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

**13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

**13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

**14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

**14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

**14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

**14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising

from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract.

## **15.0 TERMINATION**

**15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

**15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

**15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

**15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## **16.0 SETTLEMENT OF DISPUTES**

**16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

**16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

## **17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

## **18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges

under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

## **19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

## **20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

## **21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

## **22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

## **23.0 SECURITY:**

**23.1** The Contractor shall:

- (a) Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) Assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

**23.2** UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

## **24.0 AUDITS AND INVESTIGATIONS:**

**24.1** Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

**24.2** The Contractor acknowledges and agrees that, at any time, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to conduct an investigation and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

**25.0 ANTI-TERRORISM:**

25.1 The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

**26.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.